

Comptroller

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Chief, Management Staff

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Review of Work Measurement System (Operations and Liaison Branch)

Finance Div.

1. A management review of the work measurement system in the Operations and Liaison Branch, Finance Division has been completed pursuant to telephone conversation of 12 October 1956 between Mr. [REDACTED] Deputy Comptroller and Mr. [REDACTED] Management Staff.

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2. The system, when developed and installed in July 1954 by the Management Staff was known to have certain deficiencies, for example, the tentative standards were determined on the basis of a very short history. Adequate time has elapsed to evaluate the appropriateness and effectiveness of the work measurement mechanism.

3. The system has been reviewed verifying the following points:

a. Twenty (20) to thirty (30) man-days per month are required to count and record work units, compute statistics and prepare the Monthly Work Measurement Summary for the Operations and Liaison Branch.

b. The selected work units reported represent only approximately 33% of the total work time.

c. Deviations from standard vary as much as 100%. Very little effort has been made to further develop the standards. The standards could be somewhat improved but this would require extensive study and testing.

d. Time (man hours) per unit of work is now estimated once a day. A more accurate measurement of time is required if the Work Measurement Summary is to be meaningful. Time measurement accuracy can be improved through the use of time stamping clocks. The use of clocks would, however, require many more man-days to record the time for each completed unit of work.

4. In view of the inadequacies of the work measurement system, the effort required to improve the standards, the additional manpower needed to keep a more accurate measurement of time and the apparent limited use of the Monthly Work Measurement Report the Management Staff recommends that the Work Measurement Report be discontinued.

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